



Welcome  
to  
Superior HealthPlan Network  
STAR Health

# Why STAR Health

- **Your voice was heard!!**
  - Easy access to health care services
  - Help with coordinating health care services
  - Establishing a Medical Home (PCP)
  - Emergency support and services
- **Children in conservatorship have greater health care needs**
  - May be abused and neglected
  - May need more behavioral health services
  - May need more help in treatment with asthma, depression, etc.
  - Developmental delays may be present
  - Dental and Vision Services were limited



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# STAR Health

Superior HealthPlan Network working together for foster children and their special needs. Superior will work closely with:

- Medical Consenters (Identified by DFPS to consent to the child's medical care)
- Caregivers (DFPS authorized caretaker for the child)
- Health Care Providers
- DFPS Staff
- Guardians and Attorneys ad Litem, and Judges
- Child Placement Agencies

Children and Young Adults are Eligible when in:

- Foster care
- Kinship
- Young adults who choose to remain in foster care placement up to age 22
- Previously in foster care and still receiving Medicaid services

*\*STAR Health services begin upon entry into conservatorship\**



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# Overview: Traditional Medicaid vs. STAR Health

## Traditional Medicaid

1. Enrollment – Detail Process
2. Coverage may be interrupted if child moves
3. Difficulty with locating doctors and specialists
4. Accessing Member's medical history can be difficult when child moves
5. When immediate health problems or concerns take place, it can be difficult to get quick answers on what to do

## STAR Health

1. Enrollment – Health care services are available immediately after child is removed from the home
2. Provides statewide coverage
3. Member hotline available 24 hours a day- everyday
4. Health Passport will provide electronic access to child's health record
5. 24-hour Nurseline (NurseWise) available to assist when immediate questions need to be answered quickly



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# Overview: Traditional Medicaid vs. STAR Health (cont'd)

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|--|--|
| <ul style="list-style-type: none"><li>6. May need to see different health care providers for immunizations and checkups for Texas Health Steps</li><li>7. Some health care providers are not familiar with the special needs of children in Conservatorship</li><li>8. No coordination of treatment for children with serious medical or mental health issues</li><li>9. Caregivers have to call multiple places to access the services that they need (i.e. schedule appointments, locate a health care provider, confirm eligibility on a child)</li></ul> | <ul style="list-style-type: none"><li>6. Can go to any THSteps provider in the Superior HealthPlan Network for check ups and immunizations</li><li>7. Continuous training will be given to all STAR Health providers in order to address the unique needs of children and young adults in foster care</li><li>8. A service management team is available for all children with serious medical and/or mental health issues</li><li>9. Caregivers may contact Superior HealthPlan Network for help</li></ul> |
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# STAR Health Covered Services

- Medical
- Dental
- Hospital Care
- Emergency Room
- Vision
- Prescriptions (VDP)
- Hearing Exams/Hearing Aids
- Durable Medical Equipment (DME)
- Physical Therapy
- Lab Tests/X-Rays
- Transplants
- Family Planning
- Court Ordered Services
- Disease Management (Asthma)



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# STAR Health Covered Services

## Behavioral Health

### Mental Health and Substance Abuse Benefits

- Inpatient
- Partial Hospitalization
- Intensive Outpatient
- Day Treatment
- Observation
- Rehabilitative
- Outpatient Therapy
- Telemedicine
- Disease Management (Depression)



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# What do I need to access services?

Each Member will receive their own individual Superior HealthPlan Network ID card



Embracing  
Every Child  
STAR Health

Member Name:  
Member ID:  
PCP Effective Date:  
PCP Name:  
PCP Phone:

Documentation in Health Passport is required when caring for STAR Health members. Please go to [www.superiorhealthplan.com](http://www.superiorhealthplan.com) or [www.cenpatico.com](http://www.cenpatico.com) for access.

Service Coordinator/Coordinadora de Servicios: 1-866-912-6283  
Member Services/Servicios para Miembros: 1-866-912-6283  
Available 24 hours a day/Disponible las 24 horas del día  
Behavioral Health/Servicios de salud mental: 1-866-218-8263  
Available 24 hours a day/Disponible las 24 horas del día  
Vision Services/Servicios para la vista: 1-866-642-8959  
Dental Services/Servicios dentales: 1-866-483-5708  
If you need emergency care, go immediately to the nearest Emergency Room. (Your doctor does not have to refer you for emergency care.)  
Si usted necesita atención de emergencia, diríjase inmediatamente a la sala de emergencias más cercana. (Su doctor no tiene que autorizar la atención de emergencia.)  
If you have a medical question, call NurseWise at 1-866-912-6283. NurseWise is open 24 hours a day -- every day of the year.  
Si tiene una pregunta acerca de la salud, llame a NurseWise al 1-866-912-6283. NurseWise está disponible las 24 horas del día -- todos los días del año.

If you lose your Superior ID card or need to choose a new PCP, please call Member Services at **1-866-912-6283**. A new ID card will be mailed to you.



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# What do I need to access services before I get my Child's Superior ID Card?

## \* Medicaid Forms (3087)

You will continue to receive a Medicaid form

## \* DFPS 2085 (B or C) Form

Caregivers receive at placement. It lists the Medical consentor and has the DFPS ID number. health care providers can use this form to verify eligibility and verify the child's Medical Consentor

**\*Contact the Member's DFPS caseworker if either forms are lost or have not been received\***



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# Accessing Health Care Services

If you need help at any time accessing and/or coordinating any health care service for your child, please call

Physical Health - SHPN Member Services at **1-866-912-6283**

Behavioral Health – IMHS Member Services at **1-866-218-8263**

We are here to help you 24 hours a day, 7 days a week

- Locating health care providers in your area
- Helping you make an appointment
- Understanding your health care needs
- Helping you with other social services
- Accessing many other services such as ECI and WIC
- Choosing a PCP
- ...and much, much more!!



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# What is a Primary Care Provider (PCP)?

- Your Primary Care Provider (PCP) will help take care of all your child's health care needs. You will need to choose a PCP for each eligible child. You can pick from:
  - Pediatricians (only see children)
  - General/Family Practice (they see everyone in your family)
  - Internal Medicine (they usually see adults)
  - OB/GYNs (they see females)
  - Federally Qualified Health Centers
  - Health Clinics
- Your PCP will send your child to a Specialist when needed. A Specialist is a health care provider who provides “specialized” care for specific conditions and illnesses. Your PCP will give you a “referral” to see a Specialist.
- Remember, you must see a Superior health care provider for your child's health care needs. If you need to see a health care provider that's not with Superior, that health care provider needs to call us for an “out of network” authorization before your child gets seen.



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# Direct Access

- **OB/GYN Services (can also be a PCP)**

- Your child can go directly to an SHPN OB/GYN for:

- Annual Well-Woman Exams
- Care for Pregnancies
- Care for active gynecological condition

*Remember: You do not need a referral from your child's PCP for this service!*

- **Family Planning**

- Your child can go to any Family Planning Provider (in or out-of-network)

- To locate a family planning provider, call **SHPN Member Services** at **1-866-912-6283**

- DSHS Website: <http://www.dshs.state.tx.us/famplan/locator.shtm>

*Remember: You do not need a referral from your child's PCP for this service!*

- **Behavioral Health Services**

- Your child may go to any behavioral health provider in the IMHS Network

*Remember: You do not need a referral from your child's PCP for this service!*



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# Suicide Prevention

## Suicide Prevention Lifeline

1-800-273-8255

*Suicide Prevention:*

*A Parent & Teen Guide to  
Recognizing Suicide Warning Signs  
(Pamphlet)*



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# STAR Health Member Handbook

- Answers many important questions about how to access covered services under STAR Health
- For additional copies or if materials are needed in audio tapes, CDs, larger print, Braille or any other language, please call **SHPN Member Services at 1-866-912-6283**



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# Coordination of Care

- **CONNECTIONS/Promotoras**
  - Initiate welcome calls
  - Identify community resources
  - Answer initial questions about STAR Health program
- **THSteps Coordinator**
  - Monitor THSteps appointments
  - Mail post card reminders of all due and over due THSteps services
  - Work with service management team to access services within THSteps, ECI, and DFPS timelines



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# Coordination of Care

- **Member Services**

- Bilingual (English and Spanish)
- Can help with PCP selection and changes
  - \*Please remember only Medical Consenters can choose or change a PCP\**
- Provide additional ID Cards upon request
- Help locating health care providers in your service area
- Answer questions on STAR Health and our services

- **Member Advocates**

- Assists Member, Caregiver, Medical Conserter, health care providers and DFPS staff with the complaints and appeals process

- **Service Management Teams**

***NOTE:** Appeals, complaints and state fair hearings are time sensitive, please refer to your STAR Health Member Handbook or call SHPN Member Services at 1-866-912-6283*



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# How does STAR Health's Service Management Teams help you and your child?

A program that provides special support services to help manage all of the medical and behavioral care your child needs. There are many ways Service Management Teams can help you.

We can help by:

- finding a health care provider your child needs and get an appointment as soon as possible
- developing a plan of care with the help of you and your child's doctor/health care provider
- following your child's progress and help to make sure they are getting the care that they need
- working with families and health care providers to treat children with special health care needs
- participating in Member's hospitalizations (to include court ordered admissions) and discharge planning
- providing health information as needed for legal reviews, including court testimony

If you think your child would benefit from Service Management Teams or if you would like to learn more about Service Management, please call SHPN at 1-866-912-6283.



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# Service Management Teams and Coordinating of Services

- Service Management Teams will also help coordinate services for your child with community agencies and programs such as:
  - Early Childhood Intervention (ECI) Program
  - Women, Infants and Children (WIC) Program
  - Department of Assistive and Rehabilitative Services (DARS)
  - Department of State Health Services (DSHS)
  - School Health and Related Services (SHARS)
  - Medical Transportation Program (MTP)
  - Case Management for Children and Pregnant Women (CPW)



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# Prescriptions

**1-800-252-8263**

## Vendor Drug Program (VDP)

- Administered by the State of Texas
- All prescriptions may be filled at any pharmacy that takes Medicaid
- Remember to always take your child's Superior HealthPlan Network I.D. card, Medicaid form or DFPS 2085 B or C form to the pharmacy
- Call the Pharmacy Services Department at **1-800-252-8263** for help
- Call SHPN's Member Services at **1-866-912-6283** to locate a pharmacy nearby



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# Texas Health Steps (THSteps)

THSteps is a program that provides regular medical, dental, behavioral health and vision check-ups. It also provides immunizations.

- THSteps helps to:
  - identify your child’s health, dental, behavioral health and vision problems early
  - make sure your child gets his or her shots
  - give health education to keep your child healthy
- Special THSteps Requirements for Foster Care children are:
  - Newborns to Age 1 require a THSteps health exam within 14 days of enrollment
  - Children older than 1 require a THSteps health exam within 21 days of enrollment
  - All newly enrolled Members must be offered a Dental Exams within 60 days of enrollment



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# Children with Special Health Care Needs

- If your child has special health care needs, a disability, or a chronic/complex condition, you have direct access to a Specialist without seeing the child's PCP.
- Please remember, if you need to see a health care provider that's not with Superior, that health care provider needs to call us for an out of network authorization before your child gets seen. If you would like, we can help you make an appointment with a Specialist.
- If you think your child has a special need and would benefit from Service Management call Member Services at **1-866-912-6283**. Your Service Manager will:
  - Help you get the care and services your child needs
  - Develop a care management plan with the help of you and the child's health care provider
  - Answer health care questions



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# Disease Management

Special programs have been created to provide extra services to children who have asthma or may be depressed. Superior's specialized teams will work with Caregivers to make sure the child's medication is taken properly as well as coordinate appointments with specialty doctors.

- **Asthma**

- Identify the causes of asthma
- Help Caregivers manage child's asthma
- Teach child and Caregivers how to prevent episodes and identify triggers
- Create a plan with the child, Doctor, and Caregivers to help control the disease

- **Depression**

- Completion of Depression screening tool
- Identify Mood Disorders
- Refer to service management teams for assistance and monitoring



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# Who do I contact at 3:00 am in an emergency?

- **Contact your PCP first**

- If you can't reach your child's doctor or you want to talk to someone while you wait for your child's doctor to call you back call

**NurseWise 1-866-912-6283**

- Assists 24 hours a day, 7 days a week
- Staffed by registered nurses to help answer questions like:
  - What to do if your child is sick or is in need of health care services
  - How much medicine to give your child
- Staff are bilingual (English/Spanish) and the service is FREE!



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# Routine/Urgent/Emergent Care

- **Routine**
  - Routine Medical and Behavioral Care: Within 14 days of request
  - Specialty Medical Care: Within 30 days of request
  - Pre-Natal Care: Within 14 days of request or within 5 days in special circumstances
- **Urgent – (Earache, fever, cough, cold, flu)**
  - Within 24 hours of request
- **Emergent – Immediate care in situation that may:**
  - Places your child's health in serious jeopardy
  - Cause serious impairment, dysfunction or disfigurement
  - In the case of a pregnant woman, cause serious jeopardy to the health of the fetus

*\*\*Before seeing any out of network or out of state health care providers, you MUST contact SHPN or IMHS\*\**



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# What should I do if I have a Complaint?

We want to help!! If you have a complaint, please call SHPN at  
**1-866-912-6283**

- A Member Advocate can help file a complaint. SHPN will have a solution 30 days from the date you submitted your complaint. There is no time limit on filing a complaint.

## Appeal

- If you are not happy with the solution, you can file an Appeal. You **MUST** ask for an appeal within 30 days from the date of the original decision. You may request an appeal over the phone or in writing by contacting your Member Advocate.

## State Fair Hearing

- If you are not satisfied, you may ask for a State Fair Hearing any time during the Appeals process. You **MUST** ask for a fair hearing within 90 days from the date printed on the health plan's letter. All requests **MUST** be made in writing. HHSC will make their final decision within 90 days from the date the Member asked for the fair hearing.



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# The STAR Health Difference

There may be times when your child's health care provider will request services that may not meet medical necessity. But before a denial is given:

- SHPN will contact the Caregiver, Medical Consenter, DFPS Staff and the health care provider requesting the service(s)
- We will ask questions about the reasons the services are being requested
- There may be additional information that can help with the approval process or with the development of other care options to meet your child's needs

SHPN will also let the Medical Consenter and/or Caregiver as well as the DFPS caseworker know what is happening with the request. We will always keep you informed.



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# Health Passport

The Texas Health Passport helps you access health information for your foster care children. The Health Passport gives Medical Consenters, some DFPS and HHSC staff and health care providers access to member health information. It will help you learn more about your foster child's health history, current health status and health problems.

The passport gives you helpful information including:

- Prescriptions – a list of prescriptions that were filled at a pharmacy.
- Lab results
- Immunizations
- Allergies
- Visit History (information about your child's health care provider visits within the last 2 years)

Just go to [www.fostercaretx.com](http://www.fostercaretx.com). Follow the link to “sign up”. Registration is fast and easy.

***Note:** If you are a child's caregiver but do not have medical conserter rights, you will not have access to the Health Passport.*



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# Communication and Confidentiality

- SHPN will ensure coordination and sharing of child's health information between Caregivers, Medical Consenters, DFPS workers, Courts and all health care providers (as appropriate) to guarantee that all your child's health care needs are met.
- SHPN, by law, will keep your child's health records and medical information private. Your discussions with the doctors or other health care providers are also kept private. SHPN will always make sure that any sharing of medical information will meet all State and Federal confidentiality laws.



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# HOTLINES to Remember

Superior HealthPlan Network	1-866-912-6283
IMHS (Behavioral Health)	1-866-218-8263
STARdent (Dental Services)	1-866-483-5708
TVHP (Vision Services)	1-866-642-8959
NurseWise	1-866-912-6283
Medical Transportation Program	1-877-633-8747
Vendor Drug Program (Prescriptions)	1-800-252-8263



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# Thank You!

Superior HealthPlan Network  
STAR Health Program  
1-866-912-6283



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